

FIGURE 1

FIG. 2 is a block diagram of a system for processing incoming calls.

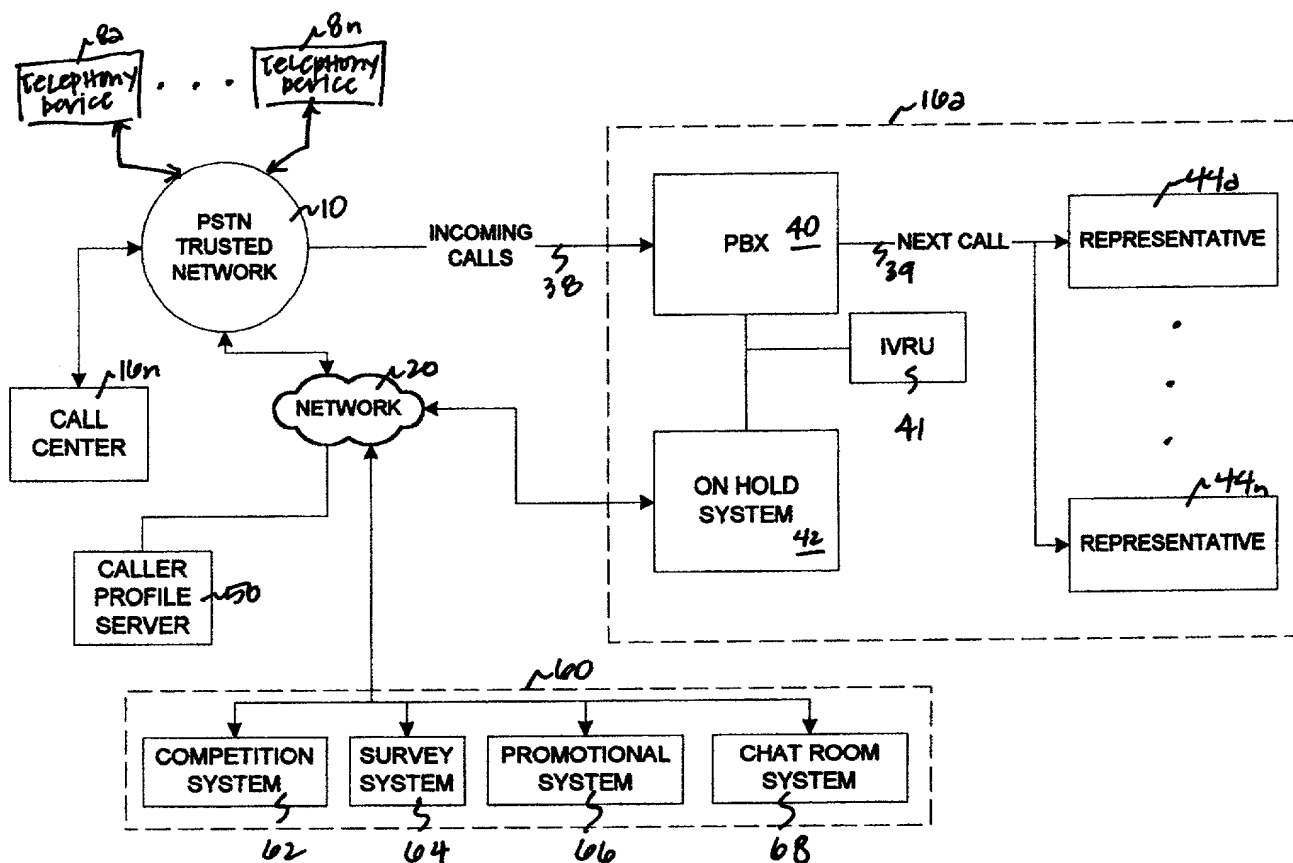


FIGURE 2

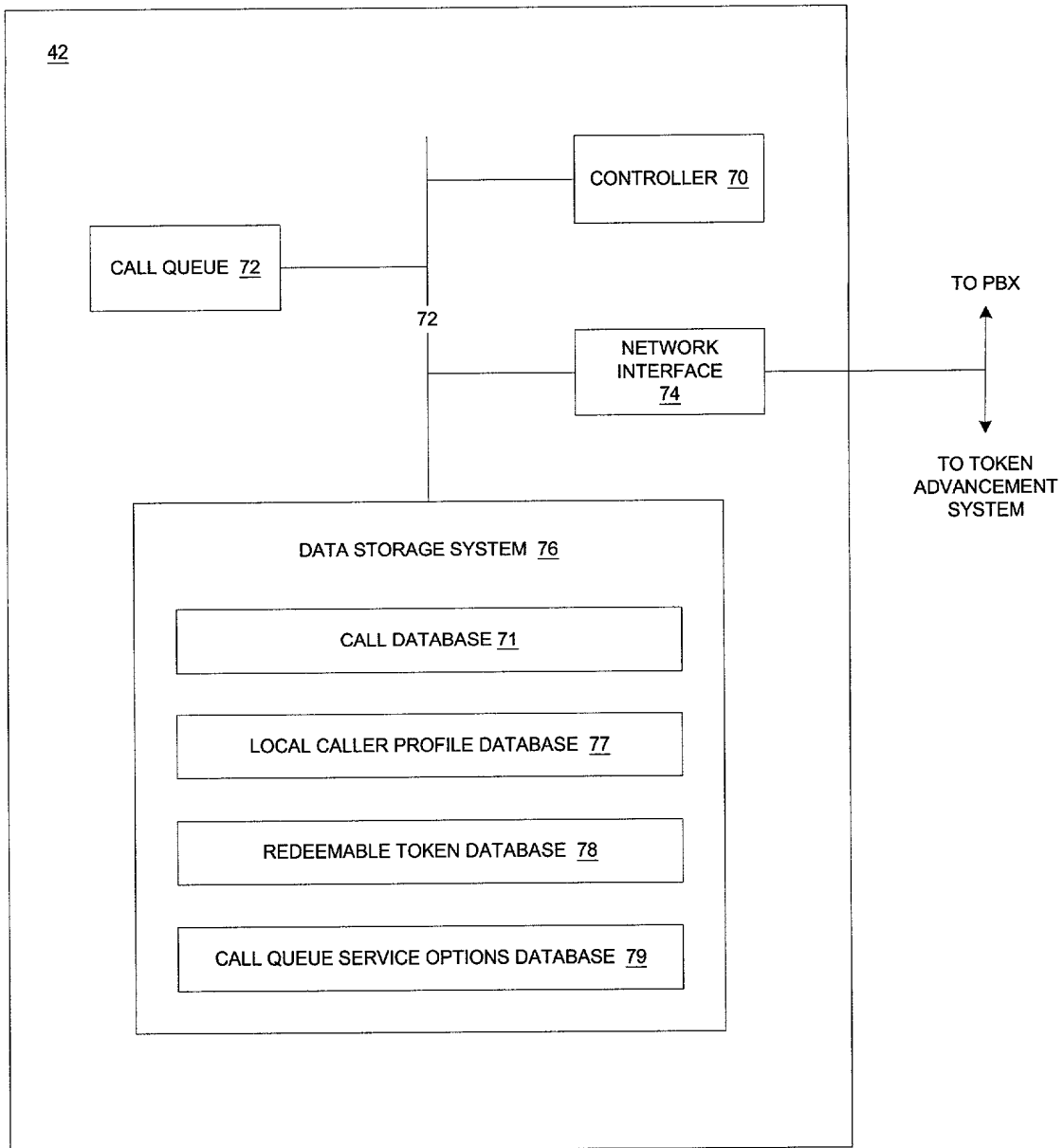


FIGURE 3

CALLER PROFILE 75

VID - JANE SMITH 500-00-000

MUSIC PREFERENCE : CLASSICAL, LIGHT ROCK

NEWS PREFERENCE : HEADLINE NEWS

GAME PREFERENCE : GROUP, TRIVIA

AGE : 30

CURRENT WAIT HISTORY

20 MINS QUEUE 1 -> TRANSFER TO QUEUE 3 - QUEUE 1 WRONG

10 MINS COMPETITION 1

10 MINS COMPETITION 2

2 MINS QUEUE 3 CURRENTLY ON HOLD

2 MINS SURVEY

MONTHLY TIME WITH REPRESENTATIVE

AVERAGE TIME : 10 MINUTES

LONGEST TIME : 30 MINUTES

SHORTEST TIME : 2 MINUTES

ON HOLD POINTS = 20

MEMBERSHIP POINTS

COMPANY A - 500

COMPANY B - 400

COMPANY C - 600

ADVANCEMENT TOKENS

CALL CENTER A - 10 MINS (AUTHORIZED BY TA SYSTEM 2040)

CALL CENTER B - 2 PLACES (AUTHORIZED BY TA SYSTEM 1050)

CALL CENTER C - 4 MINS (AUTHORIZED BY TA SYSTEM 2050)

FIGURE 4

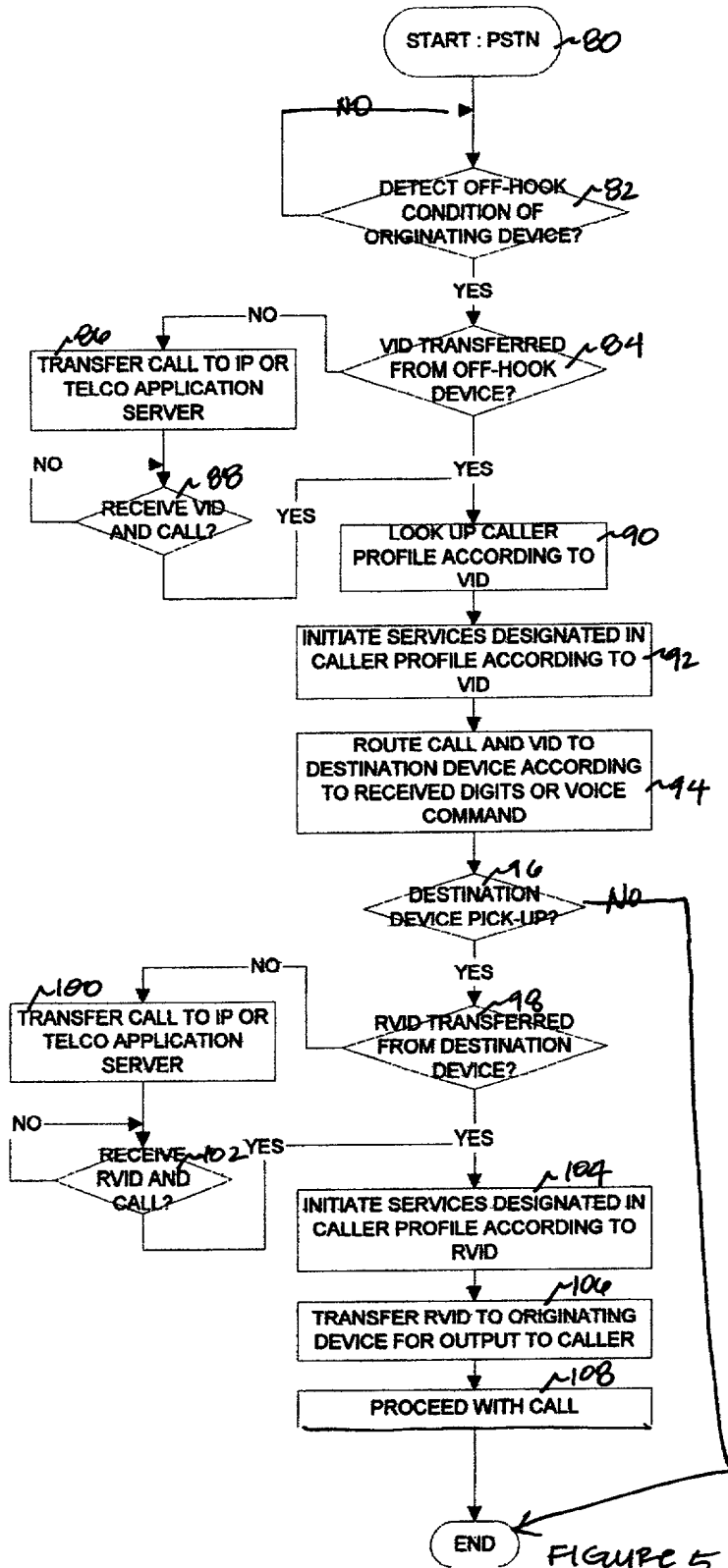


FIGURE 5

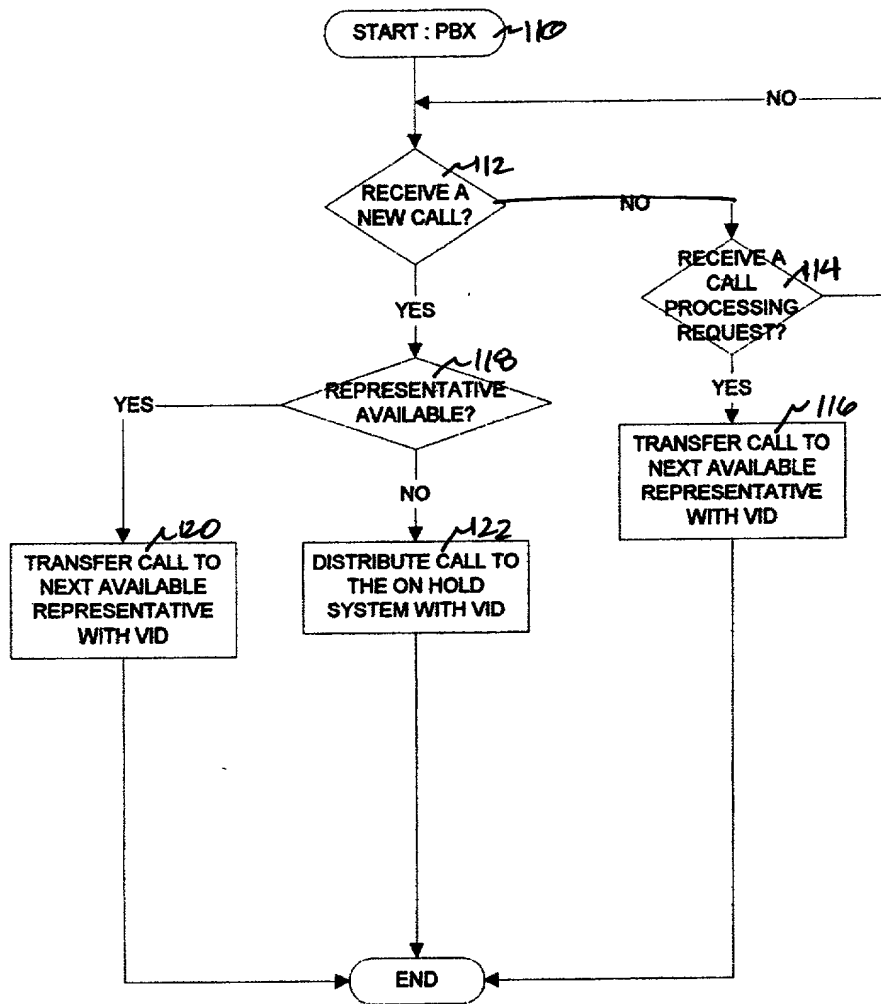


FIGURE 6

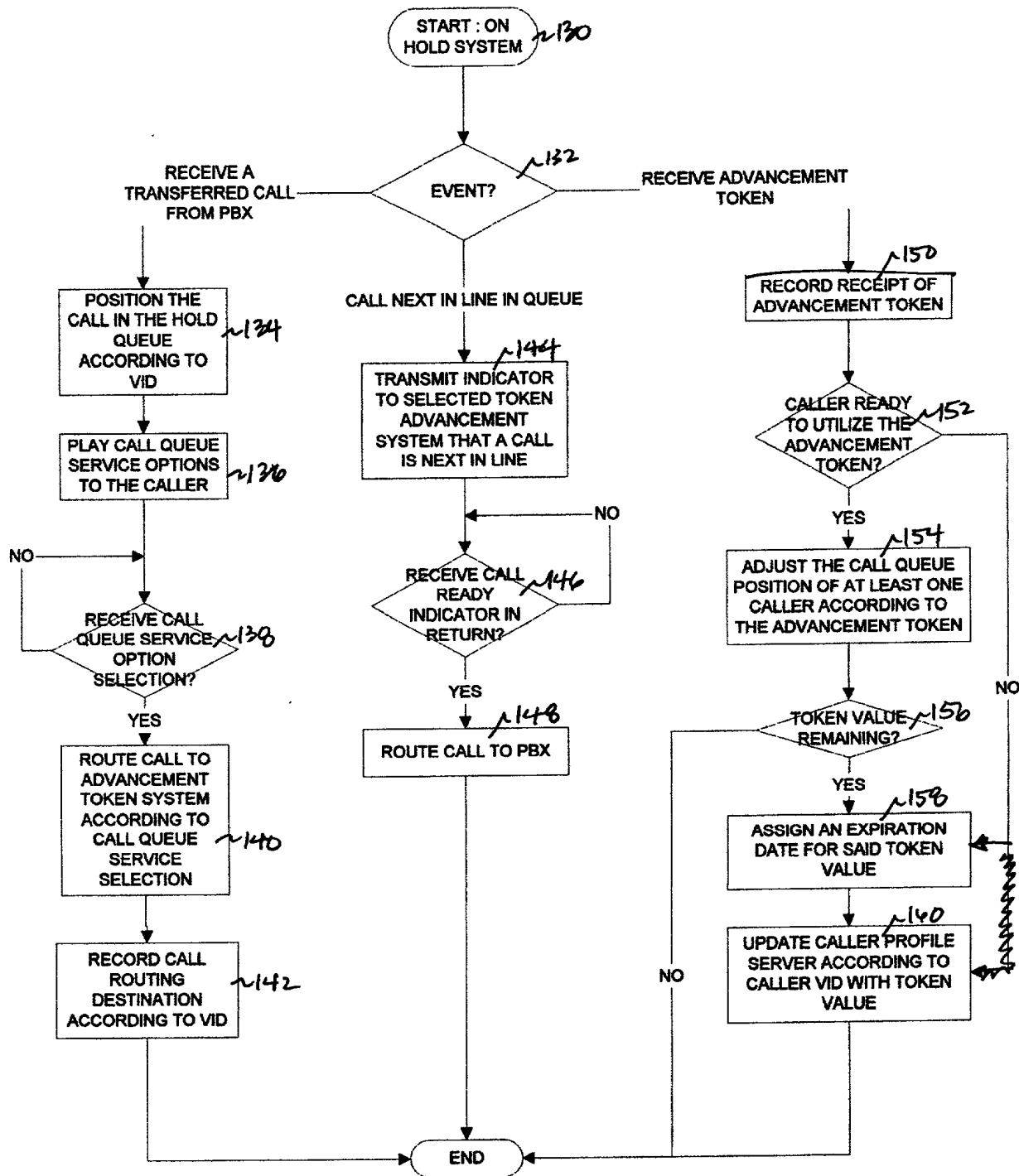


FIGURE 7

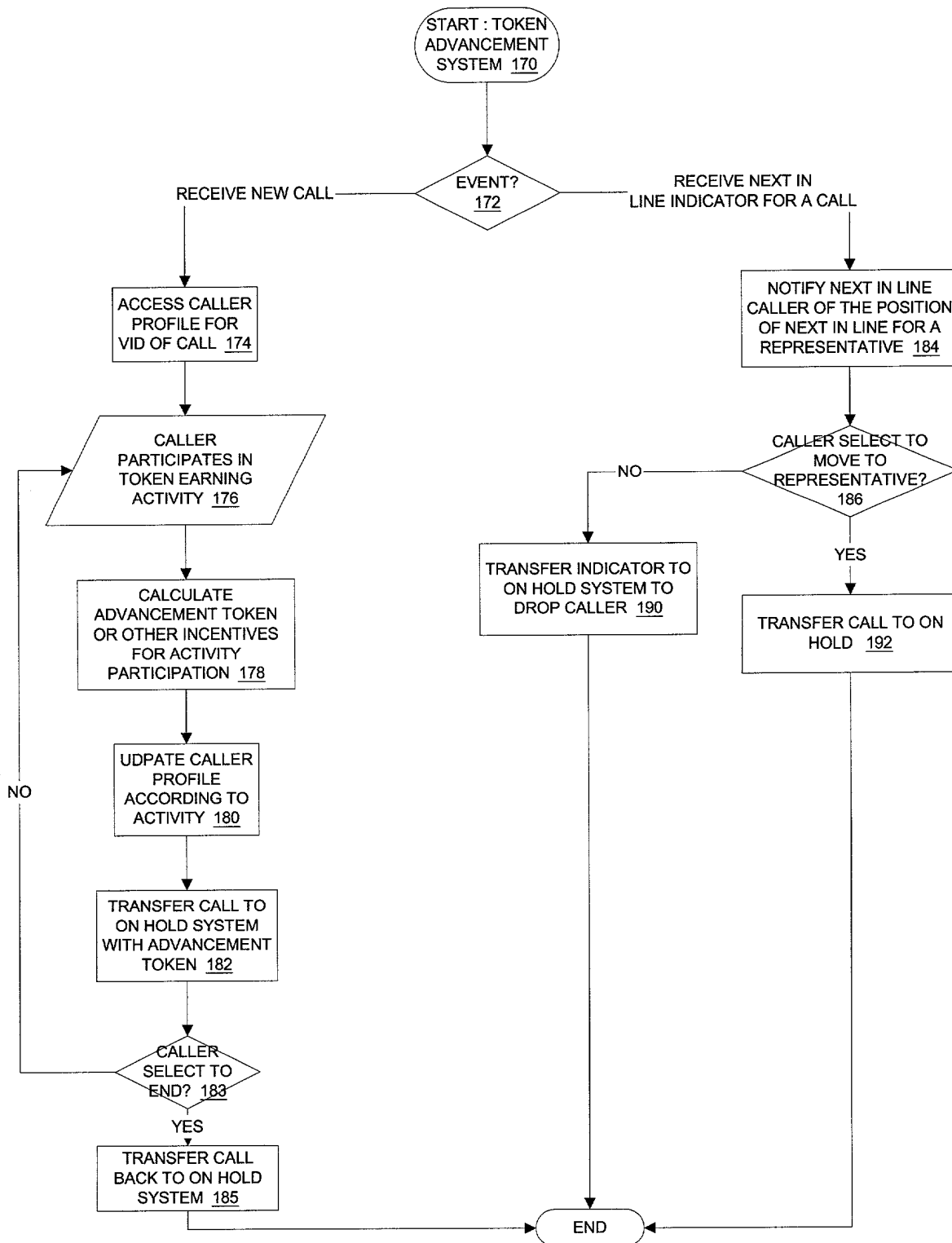


FIGURE 8